



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Illinois Consolidated Telephone Company**  
**for quarter ending June 30, 2011**

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	9.90	9.30	9.80	9.67
B. Operator Answer Time - Information [730.510(a)(1)]	9.90	9.30	9.80	9.67
C. Repair Office Answer Time [730.510(b)(1)]	14.00	15.00	17.00	15.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	10.00	6.00	10.00	8.67
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	99.11%	99.27%	95.57%	98.98%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.85	0.82	0.91	0.86
H. Percent Repeat Trouble Reports [730.545(c)]	5.40%	6.22%	4.29%	5.31%
I. Percent of Installation Trouble Reports [730.545(f)]	0.49%	0.10%	0.34%	0.31%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

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